



CIVIL SERVICE OF JAMAICA
JOB DESCRIPTION AND SPECIFICATION
MINISTRY OF JUSTICE

JOB TITLE:	Technical Coordinator
JOB GRADE:	GMG/SEG 1
POST NUMBER	74079
DIVISION:	Corporate Services Division
BRANCH/UNIT:	Office of the Principal Director
REPORTS TO:	Principal Director, Corporate Services
MANAGES:	N/A

This document will be used as a management tool and specifically will enable the classification of positions and the evaluation of the performance of the post incumbent.

This document is validated as an accurate and true description of the job as signified below:

Employee

Date

Manager/Supervisor

Date

Head of Department/Division

Date

Date Received in Human Resource Division

Date Created/Revised

Strategic Objectives of the Division (in which the position is located):

To provide high level technical support/advice/recommendations to the Permanent Secretary; lead the organisation in providing best practice in people management, planning, knowledge management, corporate communications, quality assurance, operational policy and procedure development, safety and security management and asset management initiatives; ensure the delivery of valued and quality service focused on enhancing organisational efficiency and effectiveness.

Job Purpose

Under the general direction of the Principal Director, Corporate Services, the Technical Coordinator provides high level technical, strategic coordination and interface among the organisational units in the central MoJ, Court Management Division, Attorney Generals Department and DPP's office to enhance the efficiency of the Principal Director's Office and the operations of the Division in general. The Technical Coordinator analyses technical reports and provides briefings for urgent attention of the Principal Director, as well as, undertaking research and special projects to support the work of the Division.

Key Outputs:

- Corporate Services research and analysis managed
- Principal Director briefed/updated on technical issues/concerns/appointments/commitments
- Stakeholder relationships managed
- Corporate services throughputs monitored and evaluated
- Special projects undertaken
- Cabinet submissions reviewed or developed and forwarded/tracked
- Cabinet decisions received and actioned
- Corporate, operational and work plans Budget/cash flow prepared
- Requests for information researched/provided
- Reports, technical, papers and publications prepared
- Technical advice provided

Key Responsibility Areas:

Technical/Professional Responsibilities

- Researches and critically analyses a range of issues including, but not limited to corporate services matters to guide the decision-making processes of the division in support of the efficient management of the MOJ;
- Provides high quality and confidential executive administrative and technical support to the Principal Director, Corporate Services;
- Manages the preparation of technical correspondence, Cabinet Submissions, briefings, reports, presentations and documents to ensure high quality and achieved within the set timeframes;
- Prepares Cabinet Submissions and Ministry Papers on behalf of the Principal Director, Corporate Services;
- Examines and quality assures annual reports and other statutory reports for the Ministry, its Departments and Agencies;
- Examines and quality assures documents prepared by MDAs for the signature of the Principal Director, Corporate Services and Permanent Secretary;
- Responds to queries by analyzing reports and preparing responses accordingly;
- Coordinates and collaborates with other programme managers in the Ministry on projects and assignments, to ensure timely responses;

- Exercises competent relationship management and influence to negotiate changes in priorities and delivery of urgent matters;
- Guides the effective management of correspondence including ensuring accurate management and tracking;
- Assists with requests, collect and collate information from internal and external stakeholders;
- Prepares technical agendas, papers and minutes, monitor and undertake follow up actions;
- Monitors responses to Queries from the Auditor General, Contracts Commission and Office of the Contractor General by communicating with relevant officers in the MOJ and its portfolio agency and ensures the provision of prompt and accurate information and data;
- Assists with financial management and tracking of corporate services accounts in the MoJ including tracking invoices and monitoring the payment of suppliers to ensure accurate expenditure reconciliation and budget management;
- Monitors and reviews outstanding technical issues to ensure that matters are drawn to the attention of the Principal Director, Corporate Services in a timely fashion;
- Plans and executes corporate services related projects as determined by the Principal Director;
- Interacts/Networks directly with the offices of the Permanent Secretary, Directors General, Heads of Agencies and Senior Officials of Government to ensure that matters in relation to the work of the Ministry is expeditiously undertaken/addressed;
- Represents the corporate services division in all forms of communication, maintaining good working relationships and networks with internal and external stakeholders, outside contractors and clients;
- Demonstrates a strong customer service focus and quality communication and output in all interactions with key stakeholders and external contacts;
- Ensures all requests by the corporate services division are given top priority and that requests are accurately communicated to the Principal Director, Corporate Services and other relevant staff / stakeholders;
- Proactively keep up to date with issues that may impact the corporate services division and stakeholders and actively participate as team a member, contributing to and undertaking special projects and activities, as required;
- Maintains knowledge of the division's operations, working knowledge of the policies, procedures practices and protocols to be able to respond appropriately to enquiries, requests or issues.

Management/Administrative Responsibilities

- Develops Individual Work Plans based on alignment to the overall plan for the section;
- Participates in meetings, seminars, workshops and conferences as required;
- Prepares reports and programme documents as required;
- Maintains customer service principles, standards and measurements.

Human Resources Responsibilities

- Contributes to and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Division's and organization's goals;
- Assists with the preparation and conducts presentations on role of Division/Unit for the Orientation and Onboarding programme.

Other Responsibilities

- Performs all other duties and functions as may be required from time to time.

Performance Standards:

- Corporate Services research and analysis managed are evidence-based and completed in timelines agreed;
- Stakeholder relationships managed in a positive and harmonious manner;
- Corporate services throughputs monitored and evaluated in keeping with the M& E principles and agreed timeframes;
- Special projects undertaken in accordance with the established principles, practices and agreed timeframes;
- Reports, correspondence, agendas, and other documents prepared and circulated in an efficient and timely manner;
- Communication between the Principal Director’s office, internal divisions/Branches and external stakeholders conducted in a manner that serves to maintain the credibility, trust and support of senior management and staff;
- Principal Director updated in a timely manner on the status of issues, assignments and matters requiring attention;
- Cabinet submissions reviewed, developed and advanced in a timely manner and in accordance to established standards;
- Cabinet decisions actioned in a timely manner;
- Research conducted is thorough and findings and conclusions sound;
- Tact, sensitivity, diplomacy, discretion, professionalism and good judgment is exercised in the screening of calls and visitors and giving out of information;
- Confidentiality of information and communication, oral and written, is maintained at all times;
- Technical advice are grounded in evidence and provided in a timely manner.

Internal and External Contacts (specify purpose of significant contacts):

Internal Contacts

Contact (Title)	Purpose of Communication
Principal Director, Corporate Services	<ul style="list-style-type: none">• Provide advice and contribute to decision making;• Identify emerging issues/risks and their implications, and propose solutions;• Receive guidance and provide regular updates on key Corporate Service issues and priorities.
Senior Executives Divisional/Department/Agency	<ul style="list-style-type: none">• Develop and maintain effective working relationships on related matters;• Exchange of information.
General Staff	<ul style="list-style-type: none">• Develop and maintain effective relationships;• Provide expert advice and exchange information.

External Contacts

Contact (Title)	Purpose of Communication
Departments and Agencies of the MOJ	<ul style="list-style-type: none">• Develop and maintain effective relationships;• Liaise on key functional or issues affecting areas.
MDAs	<ul style="list-style-type: none">• Develop and maintain effective relationships;• Liaise on key functional or issues affecting areas
Committees relating to functional area	<ul style="list-style-type: none">• Exchange information on related matters
Professional Affiliations	<ul style="list-style-type: none">• Exchange information.

Contact (Title)	Purpose of Communication
Contractors, suppliers and providers of services	<ul style="list-style-type: none"> Monitors financial transactions and interventions; Exchange of information.
General Public	<ul style="list-style-type: none"> Collaborate on matters, exchange information, provide advice and seek feedback

Required Competencies:

I. Core Competencies	Level	II. Technical/Functional Competencies	level
Oral Communication		Use of Technology	
Written Communication		Planning and organization skills.	
Teamwork and Cooperation		Problem solving and decision-making skills	
Initiative		leadership and management skills	
Integrity			
Compliance			
Interpersonal Skills			
Time Management			
Adaptability			
Customer and Quality Focus			

I. Other Competencies	level
Good knowledge of Corporate Services or Operations Management principles and practices in the GOJ;	
Working knowledge of statutes, legislations, regulations policies and procedures that guide the operations of the section;	
General knowledge in budget cash flow preparation;	
Knowledge of research and statistical methods and techniques;	
Knowledge of the principles and practices of public administration;	
Ability to interface with senior government officials both locally and internationally.	
Ability to multitask, work under pressure and meet tight deadlines	
Ability to think and act strategically across a wide range of functions	
Ability to exercise sound judgment and conviction of purpose in unfavourable or unpopular situations.	

Minimum Required Education and Experience

- Bachelor's Degree in Management Studies, Public/Business Administration, or related social sciences;
- Two (2) years' experience in a fast-paced Office/Operational Management environment.

Authority:

- Draft documents;
- Makes recommendations to improve the efficiency of the Principal Directors office.

Specific Conditions associated with the job

- Work will be conducted in an office outfitted with standard office equipment and specialized software.
- The environment is fast paced with on-going interactions with critical stakeholders and meeting tight deadlines which will result in high degrees of pressure, on occasions.

- Willingness to travel to meetings to support the Principal Director, as applicable.